

**CONFIDENTIAL**

3 October 1979

MEMORANDUM FOR: Associate Deputy Director for Administration

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FROM:

[redacted]
Chief, Combined Support Staff/PCS

SUBJECT: Telephone Services

1. This memorandum is to bring to your attention a problem that needs some focus by senior DDA management, i.e. the long lead time required to obtain telephone services. It is now taking nearly two months to get our most urgent telephone requests taken care of, and this only by repeatedly pleading our case with the Voice Communications Branch (VCB). The routine requests do not get attention until they become priority by age and we begin calling about them. Our DDO managers find this long wait for telephone service unacceptable when they have employees in place trying to operate without telephones.

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2. Although this problem may be Agency-wide, it takes on added dimensions for my Staff because we support half the Headquarters-based DDO personnel [redacted] and are responsible to the Office of the DDO, one Division, and five senior staffs. About half of the DDO work requests going to VCB and Logistics Services originate in my staff. We have discussed this problem repeatedly with the Chief, VCB and also have raised it with Chief, [redacted] and with the SSA/DDA who discussed it with C/VCB. Unfortunately, there is not much these individuals can do about it because the problem apparently comes down to a shortage of resources.

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3. As I understand the problem, VCB does not have enough surveyors and the [redacted] personnel dedicated to the Headquarters building are too few at the pace they work. I am told that additional [redacted] personnel would cost us a leg and an arm and that there is no ceiling for additional surveyors. The problem does not lie exclusively within VCB, however, since Space Maintenance & Facilities Branch (SM&FB), Architectural Design Staff (ADS), and GSA are involved when there are holes to be drilled and telephone shoeboxes to be installed. Because of ADS's backlog this summer, we had telephone requests held up between ADS and SM&FB five and six weeks before being submitted to GSA. Two such requests originated 8 May and 7 June respectively are still outstanding.

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4. It is recognized that, like the DDO, the DDA is having to spread too few resources very thinly. However, it seems that VCB is spread a little too thin when we have to plead with C/VCB to get any of our work completed in less than two months. What impact OMB's cut of the FY80 Unclassified Telephone Resource Package will have on VCB's responsiveness causes us additional concern. It is unthinkable that the response time could get worse rather than better.

5. We would appreciate a review of this matter to see if there is some way to get VCB additional surveyors and personnel, or whatever may be needed to reduce the telephone service lead time. For our part, we will be stressing to the supported components the need for more forethought and advanced planning in order to reduce the priority level and urgency of their telephone service requests.

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cc: ... D/OC

DD/A Registry
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